## Sample Statement of Work

**Government of Bermuda** 



DEPARTMENT [Project Name]

Prepared by:

## **Table of Contents**

1. Introduction	3
1.1. Document Purpose	3
1.2. Intended Audience	
2. High Level Project Plan	3
3. Applicable Charges	
3.1. Payment Schedule	
3.2. Payment Terms	3
3.3. Other Costs	3
<ul><li>4. Scope and Deliverables</li><li>4.1. Scope</li></ul>	4
4.2. Deliverables	4
5. Vendor Responsibilities	
6. Bermuda Government Responsibilities	.14
6. Assumptions	
7. Approvals	
Appendix A – Project Gantt Chart	.16

### 1. Introduction

### 1.1. Document Purpose

- 1.1.1. This document describes the scope, deliverables, responsibilities and financial considerations for the DEPARTMENT Time Recording and Management System (TRAMS) development project.
- 1.1.2. It provides the baseline for the project and, once approved, forms part of the Systems Development Contract between the Bermuda Government (DEPARTMENT) and [Vendor Name].

### 1.2. Intended Audience

1.2.1. The intended audience is contract authorities and project managers from both parties, [Vendor Name], designers and developers and DEPARTMENT user acceptance testers.

## 2. High Level Project Plan

2.1.1. A high level project plan, showing the phases of work and associated payment milestones, is included at appendix A.

## 3. Applicable Charges

### 3.1. Payment Schedule

Date	Deliverable	\$ Amount Due
06-Dec-04	Statement of Work	\$
03-Jan-05	Detailed Requirements Document	\$
02-Feb-05	Design Document	\$
03-Mar-05	Application & Documentation	\$
09-Mar-05	Training & Live System	\$
17-Jan-05	Support Agreement	\$
09-Mar-05	Maintenance & Support	TBD
Total		\$

### 3.2. Payment Terms

3.2.1. Invoices will be issued on acceptance of deliverables. Payment terms are net 60 days.

### 3.3. Other Costs

3.3.1. Labour for out of scope work approved under the Project Change Request procedures will be charged at \$XXX per hour.

## 4. Scope and Deliverables

### 4.1. Scope

- 4.1.1. As defined in the "Statement of Requirements for the DEPARTMENT [Project Name] and associated proposal from [Vendor Name], the scope of the project is:
- 4.1.1.1. Administer control information ability for authorised staff to add, amend, delete (if appropriate) Projects/Activities, Task Types, Departments and Staff. Includes interface with XXX for costing information.
- 4.1.1.2. Maintain time records ability for all DEPARTMENT staff to add, amend and delete their own time records and those for whom they supervise, within given reporting periods and from any where on the Government network. Ability for authorised staff to correct (add, amend and delete) time records for any staff member at any time.
- 4.1.1.3. Time/Cost reporting and analysis ability for managers to analyse man hours and associated costs by Project/Activity, resource Type, Person and Date Range. Ability for individual staff to see weekly and monthly breakdown of time and cost by Project/Activity and Task Type at both a Departmental summary level and individual level.

### 4.2. Deliverables

4.2.1. Project deliverables are as follows, based on the Work Breakdown Structure and milestones shown in the High Level Project Plan.

### 1.0 – Statement of Work

## Description

Create Statement of Work (SoW) document for the [Project Name].

To create this document [Vendor Name] will meet with DEPARTMENT staff to discuss, review and document changes to the high level business requirements as documented in the "Statement of Requirements for the DEPARTMENT [Project Name]. [Vendor Name] will provide a first draft SoW for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

Costs are fixed throughout this document, subject to any approved change request.

### **Deliverables/Milestones**

Statement of Work document in both electronic and hard copy.

## Acceptance Criteria

Statement of Work accurately reflects project requirements and scope.

Statement of Work is acceptable to the Information Technology Office (DEPARTMENT) given the project requirements, project scope, project schedule and cost considerations.

Duration	Labour			
24 days	Title	Hours	Rate	Total
	Meetings Estimating Documentation Proj. Management	5 5 15 5	\$100.00 \$100.00 \$100.00 \$100.00	\$500.00 \$500.00 \$1,500.00 \$500.00
	Totals	35	\$100.00	\$3,000.00

### 3.0 – Analysis Phase (Refine Requirements)

## Description

Define and document system requirements in detail.

To complete this phase [Vendor Name] will meet with DEPARTMENT staff to discuss the business and system requirements in detail. [Vendor Name] will provide a first draft detailed Requirements document for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

The document will include detailed:

- Use Case diagrams and descriptions for all required functions;
- data model and associated data descriptions;
- interface (input/output) descriptions;
- access and security permissions

### **Deliverables/Milestones**

Detailed Requirements Document in both electronic and hard copy.

## Acceptance Criteria

Detailed Requirements Document accurately reflects functional and non-functional system requirements.

Detailed Requirements Document is acceptable to the Information Technology Office (DEPARTMENT) given the business requirements and project scope.

Duration	Labour	1		
18 days	Title	Hours	Rate	Total
	Meetings	15	\$100.00	\$1,500.00
	Documentation	30	\$100.00	\$3,000.00
	Proj. Management	10	\$100.00	\$1,000.00
	Totals	55	\$100.00	\$5,500.00

### 4.0 – Design Phase

## **Description**

Design physical implementation of system requirements.

To complete this phase [Vendor Name] will translate the documented functional and non-functional system requirements into a physical design. [Vendor Name] will provide a first draft design specification for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

The document will include detailed physical design specifications for:

- database tables and relationships; •
- input/output screens;
- application functions and processing;
- output reports;
- interface to FIMS;
- access and security permissions;
- server configurations.

## **Deliverables/Milestones**

Physical design specification in both electronic and hard copy.

## **Acceptance Criteria**

Physical design specification accurately reflects the functional and non-functional system requirements as documented in the Detailed Requirements Document.

Physical design is acceptable to the Information Technology Office (DEPARTMENT) given project requirements and scope.

#### Durat

22 da

ation	Labour			
ays	Title	Hours	Rate	Total
	Design Documentation Proj. Management	25 20 10	\$100.00 \$100.00 \$100.00	\$2,500.00 \$2,000.00 \$1,000.00
	Totals	55	\$100.00	\$5,500.00

5.0 - Hardware Confi 5.3 - Test Envir	guration onment Available	}		
Description				
Configure test environment.				
This task/deliverable is the r	esponsibility of the Gov	vernment	of Bermu	uda.
The DEPARTMENT Systems ( with the physical design spe			onment ir	accordance
<b>Deliverables/Milesto</b> Test environment available.	ones		K	
Acceptance Criteri	a			
Duration	Labour – N/A Bda.	Govt. Ta	ask	
4 days	Title	Hours	Rate	Total

5.0 – Hardware Configuration
5.6 – Production Environment Available

## Description

Configure production environment.

This task/deliverable is the responsibility of the Government of Bermuda.

The DEPARTMENT Systems Group will configure a production environment in accordance with the physical design specification provided by task 4.0.

### **Deliverables/Milestones**

Production environment available.

## **Acceptance Criteria**

N/A.

Duration	Labour – N/A Bda. Govt. Task			
4 days	Title	Hours	Rate	Total

### 6.0 – Development Phase

### Description

[Vendor Name] will develop and test the application and associated documentation. [Vendor Name] will deliver an installation package to DEPARTMENT for installation in the test environment. DEPARTMENT will user test the application and documentation, with support from [Vendor Name]. Application issues arising from user testing will be addressed and a final installation package provided.

### **Deliverables/Milestones**

Installation package including:

- functional application;
- user documentation
- deployment guide.

## Acceptance Criteria

Application functions in accordance with the physical design specification. User documentation accurately reflects system functions. Deployment guide accurately reflects design specification and installation process.

Duration	Labour			
21 days	Title	Hours	Rate	Total
	Programming	25	\$100.00	\$2,500.00
	System Testing	15	\$100.00	\$1,500.00
	Documentation	20	\$100.00	\$2,000.00
	Installation	1	\$100.00	\$100.00
	User Testing	4	\$100.00	\$400.00
	Proj. Management	10	\$100.00	\$1,000.00
	Totals	75		\$7,500.00

### **7.0 – Implementation Phase**

## Description

[Vendor Name] will provide User and Technical training. They will also provide assistance to DEPARTMENT with installation into the production environment and associated production testing.

### **Deliverables/Milestones**

- User training for 5 users on a train-the-trainer basis (2 sessions).
- Technical training for 3 users (1 session).
- Production system available.

## Acceptance Criteria

Training provided.

System successfully running in production environment.

Duration	Labour			
4 days	Title	Hours	Rate	Total
	User Training	5	\$100.00	\$500.00
	Technical Training	3	\$100.00	\$300.00
	Installation	1	\$100.00	\$100.00
	Production Testing	1	\$100.00	\$100.00
	Proj. Management	2	\$100.00	\$200.00
	Totals	12		\$1,200.00

#### 8.0 – Support 8.3 - Support Agreement Delivered

## Description

[Vendor Name] will meet with DEPARTMENT to discuss maintenance and support requirements.

[Vendor Name] will provide a first draft Support Agreement for review by DEPARTMENT, followed by a final version incorporating all agreed review points.

### **Deliverables/Milestones**

Support Agreement.

## Acceptance Criteria

Support Agreement is acceptable to DEPARTMENT given level of support required.

Duration	Labour			
14 days	Title	Hours	Rate	Total
	Meetings	2	\$100.00	\$200.00
	Documentation	5	\$100.00	\$500.00
	Proj. Management	1	\$100.00	\$100.00
	Totals	8		\$800.00
		ļ		

# 8.0 – Support **8.4 - Implement Support Agreement** Description [Vendor Name] will commence provision of maintenance and support as per the Support Agreement. **Deliverables/Milestones** Support Agreement commenced. **Acceptance Criteria** N/A. Labour – as determined by Support Agreement Duration Hours Rate Total N/A Title

## 5. Vendor Responsibilities

- 5.1. [Vendor Name] is responsible for the delivery of the:
  - Statement of Work;
  - Detailed Requirements Document;
  - Design Specification;
  - Application;
  - User Documentation;
  - Deployment Guide;
  - User Training;
  - Technical Training
- 5.2. [Vendor Name] is responsible only for specifying the hardware configurations required; it is not responsible for the procurement or configuration of that hardware.
- 5.3. [Vendor Name] is responsible for the timely invoicing of the DEPARTMENT upon acceptance of each deliverable.

### 6. Bermuda Government Responsibilities

- 6.1. The Bermuda Government is responsible for the identification and configuration of all hardware required to support the application in both test and production environments. Hardware configuration requirements will be specified by [Vendor Name] in the Design Specification.
- 6.2. The Bermuda Government is responsible for the installation of the application on the Government servers, in accordance with the Deployment Guide provided by [Vendor Name].
- 6.3. The Bermuda Government is responsible for providing internal liaisons for clarifications and approvals for:
  - Business processes and requirements
  - Technical matters
  - Project Management
  - Contractual matters
- 6.4. The Bermuda Government is responsible for the provision of appropriate and adequate office space and communications infrastructure for all on site work by [Vendor Name].
- 6.5. The Bermuda Government is responsible for provision of appropriate training facilities for user and technical training.
- 6.6. The Bermuda Government is responsible for identifying suitable staff for trainthe-trainer user training and technical training.
- 6.7. The Bermuda Government is responsible for the timely review and acceptance of all deliverables and timely processing of associated invoices.

## 6. Assumptions

6.1. The DEPARTMENT has appropriate resources available at the times required by the project plan.

## 7. Approvals

IN WITNESS WHEREOF, the DEPARTMENT and the Developer have agreed this Statement of Work on the 6<sup>th</sup> December 2004.

Signed by:	
Name	
Director, Department	
On behalf of the Government of Bermuda	
In the presence of	
Witness' Name:	
Witness' Address:	
Signature:	
Signed by:	
Name	
President,	
[Vendor Name] Computing Corporation	
In the presence of	
Witness' Name:	
Witness' Address:	
Signature:	

## Appendix A – Project Gantt Chart

ID	0		Task Name	Duration	Start	Finish	Predecessors	04 November 2004 December 2004 January 2005 February 2005 March 2005 Ap   24 31 07 14 21 28 05 12 19 26 02 09 16 23 30 06 13 20 27 06 13 20 27 03 12
0		0	TRAMS Sample Project	109 days	Mon 01-11-04	Thu 07-04-05		
1		1	Statement of Work	24 days	Mon 01-11-0	Mon 06-12-04		
2		1.1	Develop SoW	4 ewks	Mon 01-11-0	Mon 29-11-0		Happy Face,ITO
3		1.2	Approve SoW	1 ewł	Mon 29-11-0	Mon 06-12-0	2	μπο
4		1.3	SoW Delivered/SoW Phase Complete	0 days	Mon 06-12-0	Mon 06-12-0	3	<b>06-12</b>
5		2	Go/No Go Decision Point	0 days	Mon 06-12-0	Mon 06-12-0	4FS+1 day	<b>106-12</b>
6		3	Analysis Phase (Refine Requirements)	17 days	Mon 06-12-0	Mon 03-01-0	5	
7		3.1	Refine Requirements	1 ewł	Mon 06-12-0	Mon 13-12-0		Happy Face,ITO
8		3.2	Develop Detailed Requirements Doc	2 ewks	Mon 13-12-0	Mon 27-12-0	7	Happy Face,ITO
9		3.3	Approve Detailed Requirements Doc	1 ewł	Mon 27-12-0	Mon 03-01-0		ПО
10		3.4	Detailed Requirements Doc Delivered/Analysis Phase Com	0 days	Mon 03-01-0	Mon 03-01-0		03-01
11		4	Design Phase	22 days	Mon 03-01-0	Wed 02-02-0		
12		4.1	Design Database	2 edays	Mon 03-01-0	Wed 05-01-0		Happy Face
13		4.2	Design System Functions	1 ewł	Wed 05-01-0	Wed 12-01-0		
14		4.2	Develop System Design Doc	2 ewks	Wed 12-01-0	Wed 12-01-0		Happy Face,ITO
14		4.3	Approve System Design Doc	2 ewk: 1 ewł	Wed 12-01-0 Wed 26-01-0	Wed 28-01-0 Wed 02-02-0		
		4.4			Wed 26-01-0 Wed 02-02-0	Wed 02-02-0		По
16			Design Doc Delivered/Design Phase Complete	0 days				02-02
17 18		5	Hardware Configuration	8 days	Thu 03-02-0	Mon 14-02-0 Thu 03-02-0	10	
		5.1	Identify Test Server	1 day	Thu 03-02-0		10	
19		5.2	Configure Test Server	3 days	Fri 04-02-0	Tue 08-02-0		ITO Systems
20		5.3	Test Environement Available	0 days	Tue 08-02-0	Tue 08-02-0		<b>∳_</b> 08-02
21		5.4	Identify Production Sever	1 day	Wed 09-02-0	Wed 09-02-0		TO Systems
22		5.5	Configure Production Server	3 days	Thu 10-02-0	Mon 14-02-0		TTO Systems
23		5.6	Production Environment Available	0 days	Mon 14-02-0	Mon 14-02-0		● 14-02
24		6	Development Phase	21 days	Thu 03-02-0	Thu 03-03-0		
25		6.1	Create Database	2 days	Thu 03-02-0	Fri 04-02-0		Happy Face
26		6.2	Develop System Functions	1 ewł	Fri 04-02-0	Fri 11-02-0		Happy Face
27		6.3	System and QA Testing	1 ewł	Fri 11-02-0	Fri 18-02-0	26	HappyFace
28		6.4	Develop User Documentation	1 ewł	Fri 11-02-0	Fri 18-02-0		<mark>Г</mark> НарруFасе
29		6.5	Develop Deployment Guide	1 ewł	Fri 11-02-0	Fri 18-02-0	26	HappyFace
30		6.6	Deliver Installation Package	1 day	Mon 21-02-0	Mon 21-02-0	27,28,29	-Happy Face
31		6.7	Install in Testing Environment	1 day	Tue 22-02-0	Tue 22-02-0	30,20	Happy Face,ITO Systems
32		6.8	User Acceptance Testing	2 days	Wed 23-02-0	Thu 24-02-0	31	
33		6.9	Fix User testing Issues	2 days	Fri 25-02-0	Mon 28-02-0	32	Happy Face
34		6.10	Deliver Revised Installation Package	1 day	Tue 01-03-0	Tue 01-03-0	33	Happy Face
35	1	6.11	Install in Testing Environment	1 day	Wed 02-03-0	Wed 02-03-0	34	TO Systems
36	1	6.12	Final User Testing	1 day	Thu 03-03-0	Thu 03-03-0	35	Тпо
37		6.13	Application Accepted/Development Phase Complete	0 days	Thu 03-03-0	Thu 03-03-0	36	03-03
38	1	7	Implementation Phase	4 days	Fri 04-03-0	Wed 09-03-0	37	
39	1	7.1	User Training	2 days	Fri 04-03-0	Mon 07-03-0		Happy Face,ITO
40		7.2	Technical Training	1 day	Tue 08-03-0	Tue 08-03-0	39	Happy Face,ITO
41		7.3	Install in Production Environment	1 day	Fri 04-03-0	Fri 04-03-0	23	Happy Face,ITO Syste
42		7.4	Production Testing	1 day	Wed 09-03-0	Wed 09-03-0	41,40	ПО
43		7.5	Go Live!	0 days	Wed 09-03-0	Wed 09-03-0	42	● 09-03 <b>●</b>
44		7.6	Implementation Phase Complete	0 days	Wed 09-03-0	Wed 09-03-0		
45		8	Support	47 days	Mon 03-01-0	Wed 09-03-0		
46		8.1	Develop Support Agreement	1 ewł	Mon 03-01-0	Mon 10-01-0		Happy Face.ITO
47		8.2	Approve Support Agreement	1 ewł	Mon 10-01-0	Mon 17-01-0		
48	-	8.3	Support Agreement Delivered	0 days	Mon 17-01-0	Mon 17-01-0		
40 49		8.4	Implement Support Agreement	0 days	Wed 09-03-0	Wed 09-03-0		<b>♦</b> (17-01 <b>♦</b> 09-03
	-	-					- 1 -	
50		9	Post Implementation Review	1 day	Thu 07-04-0	i nu 07-04-0	44FS+4 ewks	]